

Community
FOOD CO OP
LOCALLY GROWN • COMMUNITY OWNED



2019 sustainability report

Fiscal Year 2018: December 31, 2017 – December 29, 2018

By Melissa Elkins, Sustainability Coordinator

Annual Reporting Commitment

On *April 10, 2013* – **Community Food Co-op (Bellingham)** became a member of the Sustainable Food Trade Association (SFTA). This organization provides businesses in the organic food trade with guidelines and recommendations for how to embody sustainability in their own operations. Companies that sign the pledge commit to continuous improvement and transparency around practices in key areas as outlined in this report. The Co-op submits a QIA B Lab report to the SFTA to satisfy our annual reporting commitment, and this written report is submitted for review in addition.

The Community Food Co-op also reports to National Co+op Grocers through our participation in the **Co+efficient** program. **Co+efficient** is a sustainability program designed to help member food cooperatives improve our social, environmental, and local economic impacts. Since participation in 2016, we have been awarded **Co+efficient Sustainability Star** awards for measured improvement and contributions in several areas.

Each year, we strive for continuous progressive improvement, practice transparency in annual audits of our performance, and select reporting metrics that are relevant to our business.



Sustainable Food
Trade Association
organic leaders for sustainability



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three locations in bellingham



Downtown Bellingham Store

1220 N Forest Street
Bellingham, WA 98225

Location opened in 1994
18,141 square feet

117 staff (as of February 2, 2019)



Cordata Neighborhood Store

315 Westerly Road
Bellingham, WA 98226

Location opened in 2008
LEED Certified
21,276 square feet

94 staff (as of February 2, 2019)



Downtown Mixed Use

405 E Holly Street
Bellingham, WA 98225

Location opened in 2015
Coffee shop, administrative office, wholesale bakery, classroom
8,748 square feet

52 staff (as of February 2, 2019)

background information

In early 1970, the Community Food Co-op was essentially a concept that was being developed into a reality. A handful of dedicated community members raised money to open a storefront in the Good Earth building in Fairhaven (a neighborhood located in Bellingham, Wash.) that would morph into the Co-op you know and love today. Back then, we opened our doors with about \$500 in inventory and membership was \$8 total (and you were supposed to send your check in with “a kiss” according to old literature).

In the beginning, the Co-op primarily sold select local and hard-to-find products, mostly in bulk (like brown rice and organic raisins). The items were purchased in California, and one of the founding owners would drive to an Oregon truck stop to pick up the goods and bring them back to Bellingham. There were no check stands or scanners, no credit cards or paid employees. This was a “quiet” time for the Co-op, and as word spread, we eventually outgrew our location.

In October 1982, the Co-op moved to 1059 N. State Street—by that time we had a whopping five paid employees (and over 40 worker volunteers) and we published our first newsletter. The volunteers served as cashiers, janitors, and grocery clerks and worked for a discount. The '80s and early '90s inspired big changes at our store, including a newly created (and elected) Board of Directors, a transition from a mostly volunteer staff to paid employees including the creation of a General Manager position, and a big vote in 1989 about whether or not to carry products that contained meat (an entire newsletter was devoted to the pros and cons). One of the big issues in 1990 was whether we should purchase cash registers with scanners. At the time, the Co-op was proud of the fact that we owned four computers, a dot matrix and a laser printer, a modem that linked one of our computers to our main distributor (that’s right—the internet had been invented, but no one would really use it until 1995), and hand-held order machines that transmitted our orders over the phone handset.

By 1989, our Board knew that we were outgrowing our current location on State Street and plans to move to a new location started to take shape (we did have a whopping 3,200 owners by then and 32 employees). By May 1994, we had moved into the Swan’s Moving and Cold Storage building just a few blocks away on North Forest Street, and in true Community Food Co-op style we had a big parade to signify the move. It was exciting and a little scary to move into such a large space, but with a lot of work and dedication we got the store open and hired an additional 15 staff (which brought us up to 47). While the store has had some interior remodeling over the years, it still looks very similar to when we moved in and many of our shoppers really appreciate this sense of “home” they get when they shop.

Things went along great for a few years, and then we started to outgrow our “new” store. We tried to find ways to make parking easier by reconfiguring the lot numerous times and we remodeled the interior, but it became apparent that we would have to start thinking of either building a second store or moving once again to a larger building with more parking. By 2001, we decided that building a second store was our best option and we got down to serious work. The LEED certified Cordata store opened in January 2009, and

ten years later the store is going strong and sales continue to grow. To our pleasure, the new location freed up some parking at our downtown store for several years, but by summer 2013 the downtown store was seeing comparable sales to 2008 figures (when we still only had one store) and parking was becoming an issue again during afternoon and early evening hours. Construction on a major parking lot revision was completed in 2016 which added over 30 parking spots to the lot, new access points to help with bottleneck issues, and a redesigned foyer. We also completed an extensive kitchen and deli remodel in late 2015, which added an upstairs seating mezzanine, a hot bar and salad bar, and essentially a brand new production kitchen.

Today, many things have changed—we have over 250 employees, two bustling full-service stores, a multi-use building, and over 14,000 active owners. We are also currently a woman-led organization as our General Manager, hired in 2018, and the majority of staff are women! But many things haven't changed, such as our commitment to our community, our interesting and sometimes quirky staff, our love of wholesome foods, and our dedication to our customers. *People come and go, but we feel that the community and local history at our co-op is unparalleled by almost any other local business.*

business structure

Our Vision

A just and livable world with a sustainable economy founded on informed choice and cooperative values.

Our Mission

Consumer owned grocery stores serving our community with quality products and honest information.

Our Values

We are committed to maintaining the economic viability of the Co-op in order to:

- Promote cooperative ownership by fostering member involvement and responding to member needs.
- Build community by respecting diversity and cultivating connections within the Co-op and Whatcom County.
- Encourage informed choices by educating ourselves and our community on issues of food, healthy lifestyles, the environment, and human rights.
- Model ethical business and employment practices by acting with honesty, integrity, and respect in the workplace and marketplace.
- Promote a sustainable economy by supporting organic and sustainable food production and other environmentally and socially responsible businesses locally, regionally, and nationally.

Governance

The Community Food Co-op is governed by a member-owner elected nine-member Board of Directors, one of which is a director that is elected by staff (up to three staff members can serve at one time, but two must be elected by the membership). Directors are expected at every monthly Board meeting and also are expected to serve on at least one Board committee. The Board committees consist of the Board Development Committee (BDC), Strategic Planning Committee (SPC), Member Affairs Committee (MAC), and the Finance Committee (FC). The Board of Directors uses policy governance and the General Manager reports to the Board, serves on the SPC, and is in charge of operations. The Board generally only gets involved in operations when expansion projects are underway or when member concerns arise.

Our full Board governing policies and by-laws can be found on our website at www.communityfood.coop.

Scope of Business

The Community Food Co-op is a full-service grocer that specializes in local and organic foods. We operate the following departments:

Operational – Grocery, Produce, Wellness, Deli, Wholesale Bakery Production, Meat/Seafood, Front End, Merchandising, Deli Production, Retail Bakery

Non-Operational – Outreach, Pricing/POS, Human Resources, Maintenance, Accounting, Administrative, Facilities

Product Mix

We're in business to:

1. Offer **high quality products** that:
 - a) Meet or exceed our product standards.
 - b) Meet a customer need and will sell.
2. Offer **prices that are affordable** to people living in a broad range of financial circumstances, which means we need to:
 - a) Build category sets that have groups of similar products at a range of price points.
 - b) Choose between similar products that each have some, but not all, of the quality attributes we consider important (because similar products that sell for different prices usually don't have identical quality attributes).
3. Offer the **best quality products possible at every price point** which means we need to:
 - a) Know what the attributes of a quality product are.
 - b) Understand the relative importance of each attribute.

The basic list of quality attributes below is arranged in the order that our merchandising department and department managers consider them.

- **Clean** – no harmful ingredients or additives; organic and/or non-GMO ingredients or feed.
- **Sustainably Produced** – organic, transitional, or other sustainable practices.
- **Locally Produced** – 50 miles, 100 miles, Washington state.
- **Socially Responsible Production** – cooperative, fair trade, production scale, business practices.
- **Appropriately Packaged** – minimal packaging, recyclable, compostable.
- **Healthful** – reasonable sugar, fat, and salt contents; minimal empty calories.

Find out more information in our New Vendor Packet and application(s) on our website at www.communityfood.coop.

Local Strategy

Our bias is to bring in any local product that meets the same basic criteria we'd apply in any of the departments.

When you buy a local product, you are:

- creating jobs in our community
- keeping money in the community
- helping support a more independent local economy

Category Management and Local Products

Strategies for local products carried in our stores:

- **Promotion** – Set up in-store demos, use introductory pricing, develop shelf talkers, signs, etc.
- **Price** – Manage pricing within the product category to maintain no more than a 25% price differential between the local product and other comparable products whenever possible.
- **Placement** – Good shelf placement within the category (even if the turns are low).

Genetically Modified Organisms (GMOs)

The Community Food Co-op strongly supports **sustainable agriculture, organic farming, and efforts to prevent the proliferation of GMOs in foods.**

To this end we will:

- Decline new products at high risk of containing GMOs.
- Continually work with vendors, producers, and advocacy groups to encourage responsible labeling and to provide GMO-free products as much as possible.
- Support our shoppers' rights to make informed purchase decisions through educational opportunities and materials that address the issues facing our food system.
- Ensure access to food by supporting a food source that is free from corporate control of seed stock.

Healthy Food Access Highlight

As part of our strategic planning, the Community Food Co-op constantly looks for ways to make natural foods more accessible to our community.

our 10-year goals

Economic Resilience

Build on our core competencies as natural food grocers and extend the reach of our cooperative business.

Local Food System

Development Collaborate in the development of a vibrant local and regional food production and distribution system.

Community Engagement

Engage with the community to build strategic partnerships and effectively tell our story.

Equity, Diversity, & Inclusion

We purposefully identify, seek to understand, and challenge systems of oppression and the disempowering impact they have on the organization and our community.

Healthy Food Access

Embrace the diversity of our community and take the initiative to make high-quality, nutritious, culturally appropriate, and affordable food more accessible to all.

Exemplary Workplace

Cultivate a work environment that generates staff engagement and models excellent employment practices.

Stewardship & Advocacy

Energize our member-owners to support positive change around core issues that affect the Co-op and the community's future.

quadruple bottom line

a new way to think about responsible business practices

A triple bottom line is a business model that gives equal importance to three areas within the scope of daily business practices: *PEOPLE*, *PLANET*, and *PROFIT*. Our cooperative has followed that model since our founding in 1970, almost 50 years ago.

In early 2019, the Community Food Co-op chose to take this business model one step further by adding *PURPOSE* to our bottom line. Purpose, in our context, is defined as our commitment to act as a social change agent by supporting the cultural empowerment of our community through our personnel policies, interactions with our customers, and providing transparent information about our progress and impact.

While this report will continue to have a primary focus of reporting on measured sustainability efforts, it will evolve over the next several years to include metrics to track our progress with our Equity, Diversity, & Inclusion goals.



people

When tracking our performance, our primary focus includes the following areas:

- Employee impact/labor
- Community impact/engagement
- Governance
- Product responsibility/new vendors

This also relates back to our strategic plan in the following areas:

- Exemplary Workplace
- Community Engagement
- Healthy Food Access



The SEED program donates to a different local cause every month.

\$24,824

donated directly to local organizations

The Farm Fund supports farms and innovative food and farming projects that show commitment to healthy food access, sound environmental practices, and a vibrant local food system.

\$61,670

awarded in grants and loans



2019 Goals

- Develop new in-store signage sharing our sustainability initiatives throughout the year.
- Work with Sustainable Connections to create a sustainability reporting mentor group for the Bellingham business community at-large by the end of Quarter 1.

profit

When tracking our performance, our primary focus includes the following areas:

- Financial performance
- Shopper impact
- Local economy/sourcing

This also relates back to our strategic plan in the following areas:

- Economic Resilience
- Local Food System Development



2019 Goals

- Create new protocols so we aren't using water to defrost ingredients in the kitchen by the end of Quarter 3.
- Complete thorough energy audit with Sustainable Connections and plot out resulting action areas by the end of Quarter 1.

purpose

This area of focus will evolve over the next several years as we learn more about adopting bold new steps to create a co-op that feels welcome to everyone. For more information, contact our Equity and Inclusion Coordinator.

Our current performance tracking is currently looking at focusing on:

- Training, education, and opportunity
- Demographics
- Evaluations
- Customer experience
- Employee experience

This also relates back to our strategic plan in the following areas:

- Equity, Diversity, & Inclusion



Consultant Dr. Bre Haizlip (*back row, left*) and the Co-op's Equity, Diversity, and Inclusion staff leadership team collaborate to lead the charge on social responsibility.

2019 Goals

- Fully implement Spanish language web page for new vendors; explore ways to promote WA manufacturers who have great labor practices by the end of Quarter 3.
- Use IDI to measure BOD, senior management, DM/AM and EDI groups within organization by Q3.
- Develop curriculum and culture café program by end of Q4.
- Develop culture statement and implement into our hiring process through recruitment and screening selection changes by Q4.

planet

When tracking our performance, our primary focus includes the following areas:

- Organic
- Water and energy
- Waste
- Animal care
- Greenhouse gas emissions
- Packaging

This also relates back to our strategic plan in the following areas:

- Stewardship & Advocacy



2019 Goals

- Source and implement a more sustainable meat tray packaging by the end of Quarter 2.
- Reduce our kitchen production shrink to 5.75% average by the end of Quarter 4.
- Create a searchable asset list to record the age and maintenance history of our equipment by the end of Quarter 3.

policies, guidelines, and practices

Organic and Land Use

When choosing what products to carry, organically grown products are always given priority. If a product doesn't fall into every category in our product selection criteria, each department employs methods to pick the product that fills as many criteria as possible.

For example, in our produce department ideally we look to fill the department with local, organic, in-season, and cooperatively and/or fair trade grown items (think of those attributes being at the center of a series of concentric circles). If not all of that criteria is met, we will move out a circle and look for something that has almost all of those attributes, and so on.

Distribution and Sourcing

We do our best to purchase products from companies that share our sustainability philosophy.

We are members of the Domestic Fair Trade Association.

We have delivery schedules for products that we produce in-house (delivered by van); in mid-2015 we moved bakery production to our new facility, located across the street from our Downtown store, and we hope to increase our distribution of baked goods made with organic, local, and fair trade ingredients to other local businesses in future years.

We are big supporters of fair trade certified products, but we also recognize that there are other sourcing options that are beneficial to the farmers and workers involved, especially if fair trade certification isn't cost effective for their business.

- Most of our local coffees are sourced through an organic/fair trade importer, with a few coffees that are sourced via direct trade. The chocolate used in our bakery is fair trade certified.

We eliminated all GMO ingredients from our kitchen production in 2016.

Energy Use

We are participants in the [Community Energy Challenge](#) which performs energy audits, and provides facility action plans, utility monitoring, and enhanced rebates for upgrades; we have performed upgrades based on their recommendations and share the information with staff.

We are part of Puget Sound Energy's Green Power program supporters and participants.

We are an ENERGY STAR® Partner and our retail stores were 2014, 2016, and 2017 ENERGY STAR® certified.

We have been a national EPA Green Power Partner Top 30 Retailer since 2016 for our purchases of renewable energy certificates to help offset the electricity we purchase from the grid.

Climate Change and Air Emissions

All of our stores are located in close proximity to the two central public transit stations in Bellingham. We also have two electric car charging stations at each of our main retail locations for use by customers, at no cost.

The Community Food Co-op is a proud supporter of Bike to Work and School Day, sponsored by Whatcom Smart Trips.

We offer customer incentive for using alternative transportation to travel to our stores with Eco Saver Cards. For each filled punch card (20 punches) customers get \$1 off a purchase.

Native plantings at both of our stores greatly minimize watering our landscaping to only a few times a year during the driest months. We remodeled our parking lot in late 2016 and replanted, so we needed to irrigate in 2017 to establish the new plantings.

We continually look for ways to reduce our emissions associated with refrigeration, which is a large contributor to grocery store greenhouse gas emissions. We have won national awards for our work in this area, most recently the 2018 Climate Collaborative award for Outstanding Company. We were the first retailer to ever receive this award!

Water Use and Quality

We have water bottle filling stations at all three locations that make it convenient to fill up any size water bottle (the stations display a running total of plastic bottles saved, although power outages automatically reset the counters).

We sell reverse osmosis filtered water in both of our retail stores.

We have motion-activated sinks in customer and staff restrooms and low-flow, variable-flush toilets; Cordata also has a waterless urinal. The landscaping requires little to no watering at all locations.

We participate in the [Community Energy Challenge](#), which offers rebates and referrals for energy-efficient building projects.

There are filters in the storm drains at our Downtown store as well as a newly constructed bio-swale, and we have extensive storm water vaults under our Cordata store that filter all water runoff. They are inspected annually.

We use the most environmentally friendly cleaning and pest control products possible.

Cordata Stormwater Vaults:

Stormwater detention vaults are underground structures that are designed to manage excess stormwater runoff. While they don't generally provide treatment to improve water quality, they do help prevent flooding and reduce erosion into rivers and streams. We utilize media filters that do contribute to increased water quality before the runoff reaches underground streams in the area.

Solid Waste Reduction

We train staff to recycle everything possible. Since our garbage is charged by volume, we are working on reducing the volume by removing the air from bags to reduce the space used in the dumpsters, but this is still a work in progress. We have recycling bins throughout the stores in back rooms, stock rooms, customer areas, each check stand, offices, community rooms, etc. We have illustrative displays above garbage and recycling receptacles in our café seating areas to help customers properly dispose of items and recycling stations for toner/ink cartridges, batteries/cell phones, plastic/reusable bags, makeup packaging, and CFL bulbs. A full audit and rebranding of staff-use recycling bins occurred in 2016.

An expanded recycling component to our New Worker Orientation and Department orientations was added in 2016.

Waxed cardboard boxes are recyclable in our community through [Sanitary Service Company's FoodPlus!](#) composting program. All food scraps (including meat/bones and dairy), yard debris, compostable papers (like tissue paper, corks, frozen food containers, etc.) and bio-plastics are composted by Green Earth Technologies locally in Lynden, WA. The compost created by the waste is also sold in Whatcom County.

We offer a cooking oil recycling bin at our Cordata and Downtown stores (which we also use to dispose of our frying oil). The oil is picked up by a local biofuel processor.

We donate over 60,000 pounds of food to the Bellingham Food Bank annually. Co-op customers donated an additional \$1,600 through register donations, plus roughly 5,000 pounds of food.

We offer recycling options for staff and customers for CFL bulbs and batteries. All of our internal hazardous waste is brought to our local hazardous recycling/disposal station.

Construction waste is reused and recycled when applicable. The companies and contractors we work with are dedicated to reducing waste and most practice green building standards for all of their projects, including those contracted by the Community Food Co-op.

- No major construction projects were undertaken in 2018.

Packaging and Marketing Materials

We have offered our EcoSaver card to shoppers since roughly 2002 – customers give the card to the cashier and they are able to get up to one punch in each of four categories every time they shop. Once the card is full (20 punches), they get \$1 off a purchase. We offer punches in the following categories: reusable bag use, reusable cup use, alternative transportation to the store, reusable straws, and reusable bulk bag use.

In 2012, we started subsidizing the cost of reusable shopping bags to make them more affordable to shoppers and to encourage shoppers to avoid using new paper bags. We have shelving in both of our front ends for product boxes that customers can reuse to pack their groceries and spots at each register for customers to bring in reusable plastic and paper bags to leave for others. Less than 1 in 10 of our shoppers elects to use a new paper bag.

We purchase FSC certified paper exclusively for in-house use, with recycled content taken into consideration.

We use Revlar plastic paper in many departments – the paper is made from recyclable plastic. In areas that require durable signs, we replaced nonrecyclable laminated signs with this recyclable plastic paper.

Our Pricing department purchases FSC certified, 100% post-consumer recycled paper for promotional signage.

We produce a large portion of our product labels in-house (for Co-op made product) and all of our shelf tags/talkers and sale signs. In most cases, the durability of recycled-content labels is not sufficient for our purposes (especially in refrigerated departments). To that end, we use the following non-recyclable products:

- 0% recycled content labels
- "Weatherproof" labels
- Dymo compatible labels (shelf tags)

- Bulk department labels (customer use)

None of the toner used in our printers is vegetable based. Midway through 2013 we started purchasing fully remanufactured toners from Magnum Print Solutions, located in Seattle, Wash. They are unique in that they refurbish all cartridge components sustainably in their Seattle production plant, making them recyclable for over a dozen refills, and then package and ship them in locally made boxes that are reused an average of 30 times. Once the toner cartridge can no longer be reused, they fully recycle all parts of the cartridge.

Labor

Equal Opportunity Employer

The Community Food Co-op is committed to equal opportunity in employment practices including hiring, promotions, compensation, discipline, termination, and access to benefits and training. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the Community Food Co-op are based on performance, qualifications, and abilities. Employees will not be discriminated against on the basis of race, sex, age, religious or political beliefs, national origin, sexual orientation, marital and parental status, veteran status, or disability.

Anti-Bias, Harassment, and Racial Profiling Policy

Bias-based profiling, harassment, and racial profiling are strictly prohibited.

All Co-op staff will respond to requests for service, render aid and assistance, and investigate actual or potential prohibited or unsafe activities without engaging in bias-based or racial profiling. No staff person may initiate contact or an investigation into potential criminal, prohibited, or unsafe activities based on race, societal biases, or stereotypes. Only staff members who have received racial equity and anti-bias training may initiate contact with or question any individual regarding suspected criminal, prohibited, or unsafe activities. Trained staff may only initiate contact based on direct bias-free observation of specific, articulable behavior that reasonably and justifiably indicates probable cause of such activity.

Harassment-free Workplace

The Community Food Co-op is committed to providing a work environment free from discrimination and harassment. The Co-op will not allow any form of sexual harassment, or harassment based on race, religion, color, gender characteristic, national origin, creed, ancestry, pregnancy, age, physical, mental or psychological disability, mental condition, gender, sex, childbirth or related conditions, marital, family, or military status, nor any other status prevented by law.

It is the intent of the Co-op to provide a work environment free of verbal, physical, and visual (signs, posters, or documents) forms of sexual or other harassment. All employees are asked to be sensitive to the individual rights of their co-workers. In addition, it is an employee's right to be protected from harassment by persons providing services to the Co-op and Co-op members and customers.

Work Environment

The Co-op fosters a satisfying work environment that we hope will meet your employment goals. In creating this work environment, we strive for the following objectives:

- Offer pay opportunities that are fair, equitable, and competitive.
- Offer regular raises (non-merit based – automatic seniority raises based on number of hours worked).
- Provide progressive, comprehensive benefit programs, including platinum health insurance plan, matching 401(k) up to 6%, and paid vacation and sick time).
- Treat all employees in a non-discriminatory manner, providing equal employment opportunity without regard to race, color, religion, age, sex, marital and/or dependent status, sexual preference, national origin, differently-abled, or veteran status.
- Encourage employees to apply for job changes when openings occur.

- Promote from within whenever possible.
- Post work schedules three weeks in advance.
- Assure each employee the opportunity to discuss freely with a supervisor any matter concerning the individual or Co-op.
- Provide safe, healthful, productive, and harmonious working conditions.
- Do everything we can to make the Co-op an excellent place to work and an asset to the community.

Ethical Sourcing

We worked on revising our product standards in 2014 and 2015 (Product Mix), but they already include Socially Responsible Production as one of our qualifiers.

We are members of the Domestic Fair Trade Association, the only retailer north of Seattle.

We do our best to only provide and promote products that are ethically sourced. That being said, we are a cooperative and our member-owners do dictate some of the products we carry, so we carry some products that we wouldn't carry if member-owners didn't want to purchase them at our stores. We look for alternatives to these products when appropriate.

Animal Care

We do our best to stock our shelves with the best available meat products that will sell within our community's demographic. We give priority to locally raised meat/eggs/dairy. We would love to be able to exclusively provide products from animals that are fed organic, GMO-free diets and are raised sustainably and ethically, but unfortunately we do not have access to or have the sales to support eliminating all products that do not fall into these categories.

We utilize OceanWise ratings through the Vancouver Aquarium to "rate" our seafood purchases, and we maintain close relationships with all of our primary sources for seafood as a large number of our products are purchased directly from the fisherman who caught the products.

We created a new meat and seafood vendor application that went into use in 2016.

While we don't have specific sourcing policies, all new products are vetted for sustainability attributes, such as humane standards, labor practices, ingredients, etc. We are working on bringing the products we carried prior to implementing new standards into compliance or finding replacements for them that better fit our values. We do not and have never carried products with MSG, antibiotics, hormones, nitrates/nitrites, and growth promoters.

Sustainability Education

We have recycling centers for customers at both of our stores, and publish results of our recycling efforts in our newsletter and in our stores.

We utilize social media to share information, and have action-alert boards in the front of our stores.

We have a sustainability section on our website that includes our reports and related articles/blog posts.

Governance and Community Engagement

We offer several volunteer opportunities to staff throughout the year (trail maintenance, community garden help, tree planting, etc.), and we also donate \$50 up to twice a year to any organization that a staff member volunteers for that isn't through an organized Co-op partnership event.

We have an annual Meeting and Party, held every March and open to the public.

We sponsor and participate in a large number of local events throughout the year:

In-Store events can include – Martin Luther King Day poetry open mic, Citrus Fest, First Friday (local art walk), Garden Day, Hello Summer, Market Walk party, live music in stores around Thanksgiving and December holidays, Taste of St. Patrick's event, open mic events in our coffee shop.

Off-site events can include – Farm Fund Hootenanny fundraiser, Bellingham Bells baseball game, Real Food Show (internal program), various student events at Western Washington University, Downtown Partnership events, various area health fairs.

We have an [online comment system](#) for shoppers to share their questions, kudos, suggestions, and complaints. The system is monitored quarterly by our Member Affairs Committee.

Our [Local Business Partner Program](#) is another way we support buying local and our community. Local business owners can sign up to offer a special discount only for member-owners of our co-op. We currently have 43 local business partners participating in the program.

Our Board has a code of conduct policy.

Our policies and most financial documents are available to member-owners upon request.

Product selection guidelines are available on our website.

Our department managers and management team are available to shoppers to answer questions or concerns, and our Board directors' contact information is easily available to shoppers.

Member-owners are encouraged to attend Board of Director meetings and a 10-minute member forum is at the beginning of each Board meeting.

Our Member Affairs Committee is open to all member-owners of our co-op, and its focus is education and outreach to co-op membership.

Our full sustainability report is available on our website.

awards and other notables

The Community Food Co-op received the following accolades in 2018:

Best Health Food Store – Gold Medal – Best of the Northwest, *Bellingham Alive!* Magazine
Best Grocery Store – Best of Bellingham, *Cascadia Weekly*
Co+efficient Sustainability Star – National Co+op Grocers
EPA Top 30 Green Power Program Retailer
Climate Collaborative/NCG Outstanding Company award
Mayor's City Center award
Surfrider Foundation Ocean Friendly Restaurant partner



Climate Collaborative

In August 2017, the Co-op further committed to sustainability and climate action by being one of the first 100 businesses in the nation to join the Climate Collaborative, a community of natural food industry retailers, wholesalers, brokers, and manufacturers that have joined forces to create pathways to commit to meaningful climate action. The organization is a result of collaboration between OSC2, the Sustainable Food Trade Association, and New Hope Network. The Sustainable Food Lab is also a partner and fiscal sponsor. For more information visit www.climatecollaborative.com.

The Co-op has committed to the following action areas:

- Reduce the climate impact of packaging
- Commit to 100% renewable energy
- Reduce food waste in the supply chain
- Responsible engagement in climate policy



Other 2018 Notables

A new cooperative partnership – *Cooperativa Tierra y Libertad*
via [Food Chain Workers Alliance](#)

We started selling blueberries from *Cooperativa Tierra y Libertad*, a cooperative formed by four farmworkers of the independent union *Familias Unidas por la Justicia* (FUJ): Modesto Hernandez, Pedro Torres, Tomas Ramon, and Ramón Torres.

Starting in 2013, these four were leaders in the farmworkers struggle at Sakuma Brothers Berry Farm in Skagit County who organized for living wages, safe working conditions and housing, and to have a voice while on the job. The Community Food Co-op supported their call to retailers and consumers to boycott Driscoll berries until the farm accepted their newly formed union, in 2016



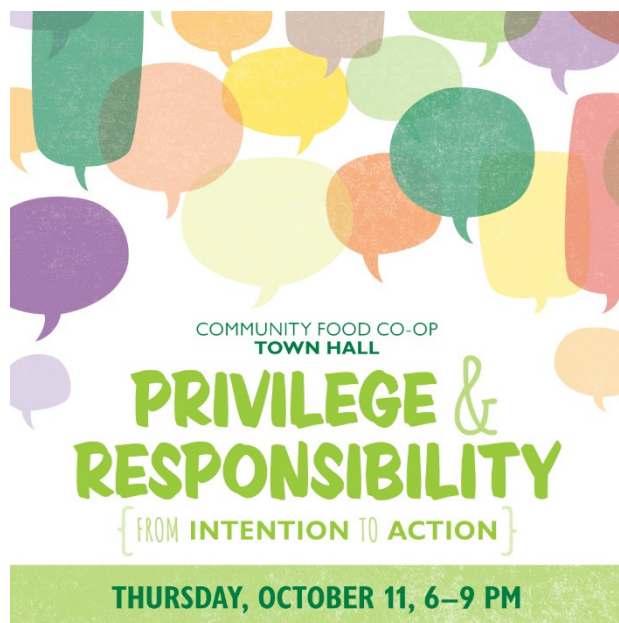
“To tell the truth, we are forming this cooperative so that one day we can get ahead. Hopefully this goes well. For now, in the context we are fighting — *si se puede!* — we have each other as partners willing to work together as much as possible, so that we all move forward. In this cooperative, there are no bosses nor supervisors. We arrive at the hour that we’re able to, and we apply ourselves and do our best work.”

— Modesto Hernandez

Check out <https://www.thenation.com/article/climate-change-agriculture-farming-washington/> for the history on how the cooperative was formed, how it relates to climate change, and how the work they are doing could change the agricultural system.

Town Hall Meetings

We held two Town Meetings to engage our community on equity, diversity, and inclusion issues within our cooperative and our community.



Miracle Food Network

On May 1, 2018, we entered into a partnership with Sustainable Connections and the Miracle Food Network to distribute day-old prepared food from our deli direct to local homeless communities. In the latter half of the year, we were able to supply over 7,000 meals to hunger-insecure members of our community and divert it from the waste stream.

New Recycling Stream

In June of 2018, we started recycling our bulk size coffee, tea, and spice bags through a recycling program from TerraCycle. In the latter part of the year, we sent in over 400 pounds of bags for recycling, diverting them from the landfill. We expect to send over 1,000 pounds to be recycled in 2019!

Heat and Eat Meals

We created new heat and eat meals in our deli department in 2018. These meals are made with organic ingredients (local when available), are sold in oven ready recyclable containers, and feed between 2-4 people.

Switched to a locally produced bread

In 2018, we switched to Avenue Bread, made in Bellingham, WA, for our sandwiches.

Produce Basics

In partnership with other Pacific Northwest food co-ops, we launched a quarterly Produce Basics program where we provide discounts on items commonly purchased by shoppers.

Deli Departments – consistency between stores

We've been working to improve our consistency within our production departments, and in 2018 we started providing some of our most popular salads at both stores on a regular basis. We look to improve our product selection in the coming year.

Staff GIVE Fund

In June of 2017, the Co-op created the GIVE (Giving Is Very Empowering) Fund. Staff can elect to have \$1 or more automatically deducted from each paycheck, and those funds are pooled. Any current staff member can apply for a GIVE fund grant for a specific financial hardship. In 2018, we were able to award almost \$3,500 to our coworkers who needed some emergency cash.

sustainability goals

Each year the Community Food Co-op sets SMART goals (specific, measurable, attainable, realistic, and timely). Not all goals are attained, and we do our best to be transparent if goals are not met to our satisfaction.

2018 Goals

Organic and Land Use Practices

- Tighten cashier protocols to more accurately track organic produce purchases at point of sale by the end of Quarter 2. *Completed*

Distribution and Sourcing

- Provide familiar products to people of color within our community by exploring partnerships with local producers that provide culturally authentic foods and products by the end of Quarter 4.

Energy Use

- Become 2018 Energy Star certified at our Cordata and Downtown stores by the end of Quarter 3.

Climate Change and Air Emissions

- Increase accuracy of staff travel reporting by the end of Quarter 4.

Water Use and Quality

- Decrease the amount of water from 63.66 gallons per ft² to 62.5 gallons per ft² (organization-wide) for fiscal year 2018. *Completed*

Solid Waste Reduction

- Determine if there is a cost effective way to recycle 5-pound coffee bags by the end of Quarter 3. *Completed*

Packaging and Marketing Materials

- Develop customer informational signage on how to dispose of containers by the end of Quarter 4.

Labor

- Fully implement new protocols/policies related to ongoing racial equity work as per our personnel policies and quantify results in our sustainability reporting by the end of Quarter 4.

Animal Care

- Achieve Ocean Friendly Restaurant certification for both Delis and the Coffee Shop from the Surfrider Foundation by the end of Quarter 2. *Completed*

Sustainability Education

- Work with Sustainable Connections to create a sustainability reporting mentor group for the Bellingham business community at-large by the end of Quarter 3.

Governance and Community Engagement

- Develop new in-store signage sharing our (and possibly product/brand) sustainability initiatives throughout the year.

2019 Goals

In 2019 we redefined our goal setting; we moved away from using the classifications used in past years and are transitioning to using our quadruple bottom line action areas as our new basis for goal setting.

People

- Develop new in-store signage sharing our sustainability initiatives throughout the year.
- Work with Sustainable Connections to create a sustainability reporting mentor group for the Bellingham business community at-large by the end of Quarter 1. *Completed*

Profit

- Create new protocols so we aren't using water to defrost ingredients in the kitchen by the end of Quarter 3.
- Complete thorough energy audit with Sustainable Connections and identify resulting action areas by the end of Quarter 1. *Completed*

Purpose

- Fully implement Spanish language webpage for new vendors; explore ways to promote WA manufacturers who have great labor practices by the end of Quarter 3.
- Use Intercultural Development Inventory (IDI) to measure Board of Directors and staff in leadership positions within organization by the end of Q3.
- Develop curriculum and culture café program by end of Q4.
- Develop culture statement and implement into our hiring process through recruitment and screening selection changes by Q4.

Planet

- Source and implement more sustainable meat tray packaging by the end of Quarter 2.
- Reduce our kitchen production shrink to 5.75% average by the end of Quarter 4.
- Create a searchable asset list to record the age and maintenance history of our equipment by the end of Quarter 3.

reporting metrics

Every year the Community Food Co-op submits their sustainability data to the Sustainable Food Trade Association (SFTA) as well as National Co+op Grocers (NCG) Co+efficient program. Both organizations supply us with helpful feedback on our performance as well as mentoring support, feedback on our goals, training, and data comparisons to other like-minded businesses within the natural foods and cooperative communities.

The following pages contain data from the last three fiscal years to show comparisons of performance in 11 key areas, as defined by the SFTA.

Any questions on this data can be directed to the Co-op's Sustainability Coordinator, Melissa Elkins. You can reach her at melissae@communityfood.coop or at 360.734.8158 ext. 318.

You can also visit www.sustainablefoodtrade.org for more information on the Sustainable Food Trade Association or www.ncg.coop for more information on National Co+op Grocers.

fiscal year 2016 - 2018 snapshot

	2016	2017	2018
Normalization Factor 1: # of Employees	250	254	255
Normalization Factor 2: Annual Revenue (Sales)	\$34,909,950	\$34,549,003	\$36,562,186
Normalization Factor 3: Square Footage	48,165	48,165	48,165
Normalization Factor 4: # of transactions	1,371,280	1,370,403	1,428,173
organic			
Total Organic Product Sales	\$11,571,837	\$12,175,430	\$12,902,305
% of Organic Sold (dollars)	33%	35%	35%
sourcing			
Washington State Product Sales	\$8,141,640	\$9,242,062	\$9,427,786
% Washington State Products Sold	23%	27%	26%
energy			
% of electricity used offset by Renewable Energy Certificates and onsite generation	101%	100%	98%
Total Energy Use (BTU's)	11,465,974,200	11,956,095,520	12,108,486,960
% Increase of energy use over previous year	13%	4%	1%
greenhouse gas emissions			
Total Gross Scope 1 & 2 GHG Emissions	811	806	696
% Increase/Decrease of Total GHG Emissions vs. Previous Year	negligible	-1%	-14%
water			
% Increase/Decrease Total Water Consumed vs. Previous Year	5%	-3%	-2%
Total Annual Water Consumed (gallons)	3,158,056	3,066,052	3,008,456
waste			
% Increase/Decrease Total Waste Diverted from landfill vs Previous Year	-10%	0%	-2%
% Waste Diverted from the landfill	89%	91%	91%
% Recycled	58%	56%	54%
% Composted	26%	30%	31%
Hunger Relief (pounds)	no data	63,610	70,760
packaging			
% of packaging that can be recycled/composted by end user in their locality	87%	85%	72%
labor			
% Turnover	31%	24%	20%
Average hourly wage	\$16.79	\$17.09	\$17.46
Average hourly wage, with average benefits included	\$22.15	\$22.21	\$23.08
What percentage of management (managers, directors, and above) are female?	50%	38%	47%
% of employees eligible for health care	no data	98%	98%
animal care			
% products free-range - Beef, Chicken, Pork	72%	96%	94%
education			
Number of Healthy Connections classes	156	159	151
Employee Training Expenses (external, does not include employee hours), in dollars	\$15,900	\$35,544	\$22,308
governance and community engagement			
Total hours participation in employee volunteerism program by all employees	35	81	62
Total Charitable Contributions (\$ value) Financial and In-kind	\$281,630	\$309,824	\$283,730

organic

description	2016	2017	2018
Year operation was certified organic	2007, WSDA		
List crops, ingredients, and products that are certified	Produce departments, both retail stores		
Percentage of organic of total sales	33%	35%	35%
% of increase/decrease of organic sales dollars over previous year	6%	5%	6%
Total Annual Organic Products sold in dollars	\$11,571,837	\$12,175,430	\$12,902,305
Grocery department organic sales	\$6,593,088	\$7,130,312	\$6,770,539
Produce department organic sales	\$4,391,277	\$4,327,164	\$4,821,255
Wellness department organic sales	\$192,754	\$402,987	\$565,273
Deli department organic sales	\$118,389	\$134,191	\$193,705
Meat department organic sales	\$331,505	\$314,154	\$551,533
Number of organic products (not including deli)	3,689	3,783	4,218
% of total products (not including deli)	20%	23%	28%

sourcing

description	2016	2017	2018
Number of local Washington vendors	573	438	488
washington state sales: grown or processed; warehoused and shipped			
Percent of product sales from Washington, as part of total sales.	23%	27%	26%
Number of (individual) local products carried	New metric -->		14,830
Product sales	\$8,141,640	\$9,242,062	\$9,427,786
locally purchased: whatcom, skagit, island, san juan, and snohomish counties			
Total cost of goods (COG) for Whatcom County only	\$1,625,758	\$1,480,293	\$1,790,533
Total cost of goods (COG) for 5 counties	\$2,297,056	\$2,270,999	\$2,661,576

energy use

description	2016	2017	2018
annual purchases			
Electricity (kWh)	1,459,960	1,485,960	1,559,580
Electricity (BTUs)	4,981,383,520	5,070,095,520	5,321,286,960
Natural gas (therms)	63,809	68,860	67,872
Natural gas (BTUs)	6,380,900,000	6,886,000,000	6,787,200,000
Renewable electricity purchased (kWh)	1,450,000	1,460,000	1,493,560
Renewable electricity purchased (BTUs)	4,947,400,000	4,981,520,000	5,096,026,720
Total annual energy use (BTUs)	11,465,974,200	11,956,095,520	12,108,486,960
renewable energy purchases and generation			
Percent annual renewable electricity purchased	99%	98%	96%
Renewable electricity generated on-site (Cordata store solar - kWh)	30,390	32,740	32,633
Renewable electricity generated on-site (BTUs)	103,690,680	111,708,880	111,343,796
Percent renewable electricity produced	2%	2%	2%
Total renewable electricity purchased and generated (BTUs)	5,051,090,680	5,093,228,880	5,207,370,516
Percentage renewable energy purchased and generated	101%	100%	98%
Renewable Energy Certificates, Green-e certified	Puget Sound Energy and 3Degrees	Puget Sound Energy and 3Degrees	Puget Sound Energy, 3Degrees, TerraPass
increase/decrease and normalized data			
Percentage increase renewable electricity vs previous year	26%	1%	2%
Percentage decrease energy use vs previous year	13%	4%	1%
Normalized annual total energy per square foot (BTUs)	238,929	249,142	252,318
Normalized annual total energy per transaction (BTUs)	8,362	8,725	8,478

greenhouse gas emissions

description	2016	2017	2018
Total annual direct/scope 1 GHG emissions (metric tons CO ₂ e) - company vehicles, natural gas, refrigeration	57	36 ¹	26
Total annual indirect/scope 2 GHG emissions (metric tons CO ₂ e) - electricity	561	571 ²	599
Total annual indirect/scope 3 GHG emissions (metric tons CO ₂ e) - employee travel, commuting, product transport	193	199 ³	71 ⁴
Total annual gross GHG emissions (metric tons CO ₂ e)	811	806	696
Percent increase/decrease of total GHG over previous year	3.58%	-0.62%	-13.65%
Total certified RECs or offsets purchased (metric tons CO ₂ e)	561	571	599
total net emissions			
Total annual net GHG emissions (metric tons CO ₂ e)	226	231	97
Normalized annual gross GHG emissions per square foot (metric tons CO ₂ e)	0.016	0.017	0.002
Normalized annual gross GHG emissions per transaction (metric tons CO ₂ e)	0.001	0.001	0.0001
Report refrigerant use, by type and weight (pounds)	375	252	160.5
R-404A	360	252	154
R-134A	2	0	6.5
R-408A	8	0	0
R-410A	5	0	0
Total annual emissions from workforce commuting (metric tons CO ₂ e)	120	128	see ⁴
Average annual emissions per worker (metric tons CO ₂ e)	0.47	0.50	n/a
Total annual emissions from corporate air travel (metric tons CO ₂ e)	3	1	1
Annual emissions offset from employee commuting and business travel (metric tons CO ₂ e)	only Co+op Forest offsets for specific travel to National Co+op Grocer events, made by NCG		
Percentage of employees using alternative transportation	29%	24%	see ⁴

¹ We instituted a new refrigeration plan which resulted in a drastic cut in our emissions.

² We consumed more electricity in 2017 due (in part) to the addition of a storage facility, more refrigeration as part of our Deli remodel in 2016, and new car charging stations.

³ We increased our UNFI delivery frequency from 3 to 5 deliveries per week in late 2017, which accounts for part of the increase.

⁴ We didn't get enough responses to our staff commuter survey for 2018, so no data has been recorded. We discovered we under-reported in our FY 2016 report after an invoice audit in 2017. Totals above reflect these changes.

water use			
description	2016	2017	2018
Total annual water consumed (gallons)	3,158,056	3,066,052	3,008,456
Percentage increase/decrease	5%	-3%	-2%
Normalized annual water use, per square foot (gallons)	65.57	63.66	62.69
Normalized annual water use, per transaction (gallons)	3.27	2.24	2.20



The Co-op partnered with the Surfrider Foundation's Ocean Friendly Restaurant program in 2018!

solid waste reduction

description	2016	2017	2018
landfill			
Annual landfill output (tons)	73.77	60.25	58.58
recyclables/reuse			
Hazardous waste (tons) - consumer batteries	3.11	2.67	2.69
Recycling output (tons) Sanitary Service Co - paper, plastic, metal, glass, waxed cardboard	217.23	211	191.45
Recycling output (tons) Northwest Recycling - cardboard, "other" plastic (film, etc.)	155.29	150.69	152.01
Recycling output (tons) TerraCycle - coffee/tea bag recycling - internal only	n/a	n/a	0.27
Reuse, internal and external (tons)	0.13	0.2	0.2
TOTAL recycle/reuse	375.76	364.56	346.62
compost and food recovery			
Commercial compost (tons)	164.89	191.83	197.02
Consumer compost (approximate) (tons)	5.5	5.5	5.5
Hunger relief donations (approximate) - Bellingham Food Bank and Miracle Food Network (tons)	31.76	31.58	35.38
TOTAL compost/food waste output (tons)	202.125	228.89	237.88
grand totals			
Total annual waste (tons)	651.66	653.70	643.08
Total annual waste diverted from landfill (tons)	577.00	593.45	584.18
Percent increase/decrease of total waste over previous year	-10%	0%	-2%
proportional breakdown of stream by weight (tons)			
Landfill	11%	9%	9%
Recyclables/Reuse	58%	56%	54%
Compost	26%	30%	31%
Food Recovery	5%	5%	6%
Normalized annual waste (pounds per square foot)	0.01	0.01	0.01
Normalized annual waste (pounds per transaction)	0.0004	0.0005	0.0005

packaging and marketing materials

description	2016	2017	2018
Annual packaging materials cost, from main distributor only (includes deli packaging and bag purchases)	\$315,814	\$309,249	\$312,769
Biodegradable/compostable in-house packaging	\$91,203	\$97,468	\$131,469
recyclable in-house packaging	\$85,027	\$78,367	\$70,173
landfill in-house packaging materials	\$26,378	\$30,022	\$49,123
Annual marketing materials (quantity distributed)	137,954	144,573	149,071
In Season magazine (mailed)	50,554	56,673	65,371
Newsletter (in-store)	25,000	25,500	21,300
National Co+op Grocers materials	62,400	62,400	62,400
Annual packaging materials increase/decrease over previous year (dollar savings)	28.8%	-2.1%	1.1%
Annual marketing materials increase/decrease over previous year (quantity)	-14%	5%	3%
Percentage of packaging that can be recycled/composted locally (% by dollars)	87%	85%	72%
Percentage of packaging that can be composted locally (% by dollars)	45%	47%	52%
paper bag use			
Full size paper bags used per year	202,600	201,300	224,650
Number of paper bags used per customer	0.07	0.15	0.16
Number reusable bags sold	6009	3989	8803
Average number of plastic bags per customer	0.53	0.66	0.57
Amount of recycled content of in-house marketing materials (In Season magazine)	20% PCW		
Describe what we do to encourage end users to reuse, recycle, or compost:	We have highly visible recycling stations in all of our stores in various locations, but we haven't been very good about communicating to customers about what they can do once they bring our in-house made products home. We published an article in our April 2019 newsletter outlining how to dispose of our packaging and plan on implementing some other strategies in 2019.		
Types of packaging materials used:	Recycled Plastic, Plastic, Paper, Glass, Paperboard, Plastic film, Styrofoam trays, soaker pads, poly-lined paper, PLA-lined paperboard, and PLA rigid plastic.		

labor

description	2016	2017	2018
Percent increase/decrease of employees from previous year	-8%	2%	0%
Total number of hours worked	396,638	381,850	386,110
Average wage	\$16.79	\$17.09	\$17.46
Average benefit dollars per labor hour	\$5.36	\$5.12	\$5.62
employee gender diversity (adding gender X in 2019)			
Female employees	48%	49%	51%
Male employees	52%	51%	49%
employee ethnic diversity			
Hispanic or Latino	2%	2%	2%
White	87%	85%	82%
Black or African American	1%	2%	3%
Native Hawaiian or Pacific Islander	1%	1%	1%
Asian	2%	3%	4%
American Indian or Alaskan Native	2%	2%	2%
Two or more races	5%	5%	7%
employee age			
0-19	1%	0%	0%
20-29	37%	34%	34%
30-39	30%	28%	29%
40-49	19%	22%	21%
50-49	9%	10%	10%
60+	4%	5%	5%
Annual total employee turnover	31%	24%	20%
employee satisfaction			
Percent of questions scored at 3.5 or higher (out of 5)			85%
Percent of questions scored at 4 or higher (out of 5)			70%
employee training			
Average training hours per employee (approximate)	3.16	4.64	5.17
Total Employee training and education expenses	\$15,900	\$35,544	\$22,308
employee health care benefits			
% employees eligible for health care benefits		98%	100%
Percentage of cost covered by the Co-op for full-time staff	80-85% of premium, 90% of other (non-premium) medical costs		
Percentage of cost covered by the Co-op for part-time staff	60-70% of premium, 90% of other (non-premium) medical costs		

description	2016	2017	2018
employee health care benefits - percent of total employees eligible			
Full-time	100% for employees that work 30 or more hours per week		
Part-time	100% for employees that work 20 or more hours per week		
other employee benefit data			
Employee 401(k) plan/Roth IRA contribution	Employees over 18 are eligible after 1 year/1000 hours of employment.		
Employer 401(k) matching contributions	Up to 6% matching		
Profit Sharing	The Community Food Co-op offers three types of profit sharing for staff: quarterly gain share payouts, year-end bonus, and patronage refunds.		
Internal Promotions	9	6	10
Ratio between lowest and highest paid employee	The upper limit for exempt manager salaries can be no more than three times the previous fiscal year's average hourly wage of non-salaried staff multiplied by 2,730 hours. The General Manager is exempt from this policy as the Board of Directors sets their salary.		
Percent of employees receiving living wage for our local economy	82%	93%	84%
<p>A minimum of 84% of our employees receive a living wage for our local economy. Staff who have worked for the Co-op for less than one year account for the largest percentage of staff that did not receive what we consider a living wage. Not all benefits kick in until after one year of employment, which affects the methods we use to determine a living wage.</p> <p>We assess living wages yearly based on one year of employment at the Co-op using the Living Wage Model from National Co+op Grocers. Changes to the Washington minimum wage have affected our pay scale and how quickly staff receive raises, which are based on hours worked/length of employment. Staff move up the pay scale smaller increments now that we are paying our lowest wage staff a higher percentage of our total wage dollars.</p>			
Number of recordable injuries and illnesses to OSHA	11	8	10
Wellness programs	We offer discounted gym memberships, and \$200 for smoking cessation through our health insurance provider.		

animal care

description	2016	2017	2018
Production enhancement - milk	100% free of rBST/BGH, antibiotics, and hormones		
Production enhancement - meat	100% free of growth promoters, antibiotics, and hormones		
Eggs: % purchased from free-range hens	93%	90%	89%
seafood			
% responsibly harvested	92%	99%	100%
beef			
Free-Range	100%	100%	100%
Local (five-county zone)	11%	15%	18%
Grass-Fed	35%	41%	43%
chicken			
Free-Range	95%	94%	95%
Organic	64%	86%	64%
pork			
GMO-free diet	13%	35%	42%
Free-Range (limited to no confinement in farrowing/gestation crates, etc.)	23%	95%	87%

education

description	2016	2017	2018
Staff Training Expenditures	\$15,900	\$35,544	\$22,308
Average training hours per employee	3.16	4.64	5.18
Number of Healthy Connection Classes	156	159	151
Number of students	2,693	3,000	2,685

governance and community engagement

description	2016	2017	2018
Charitable contributions: Financial – sponsorships, donations, Scrip, SEED, MAC grants, volunteer coupons, Farm Fund grants and loans, register donations; In-kind – community room use donations, food recovery	\$281,630	\$309,824	\$283,730
Charitable contributions as a percent of sales	0.8%	0.9%	0.8%
Charitable contributions - percent increase/decrease from previous year	39%	10%	-8%
Employee Volunteerism - total hours	35	81	62
Employee Volunteerism - average hours per employee	0.14	0.32	0.24
Classes offered to the community	156	159	151
Certifications	Energy Star certified, Certified Organic produce departments	Energy Star certified, Certified Organic produce departments	Certified Organic produce departments
Notable Awards	Cascadia Weekly - voted best grocery store	Cascadia Weekly - voted best grocery store	Cascadia Weekly - voted best grocery store
	Bellingham Alive magazine "Best of the Northwest" - Gold medal for best health food store and best grocery store	Bellingham Alive magazine "Best of the Northwest" - Gold medal for best health food store and silver medal for best grocery store	Bellingham Alive magazine "Best of the Northwest" - Gold medal for best health food store
	Citation Award from AIA Northwest Washington for professional excellence in design of our Holly St. building	NCG Co+efficient Sustainability Star award for impacts in 2016	NCG Co+efficient Sustainability Star award for impacts in 2017; 2018 Climate Collaborative Outstanding Company

